

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: K. J. Hughes et al

| | | |
|--|---|---------------------------|
| Group Art Unit: | : | IBM Corporation |
| Examiner: | : | Intellectual Property Law |
| Serial No.: | : | Dept. IQ0A, Bldg. 040-3 |
| Filed: Herewith | : | 1701 North Street |
| Title: MANAGEMENT OF SUPPORT CENTER CALLS | : | Endicott, NY 13760 |

Assistant Commissioner For Patents

Washington, D.C. 20231


Dear Sir:

INFORMATION DISCLOSURE STATEMENT

It is respectfully requested that the publications identified on the enclosed PTO-1449 Form(s) be considered by the United States Patent and Trademark Office (USPTO) in the subject United States patent application and be made of record herein. A copy of each publication is enclosed.

Respectfully submitted,

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By: 
Arthur J. Samodovitz
Reg. No. 31,297

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INFORMATION DISCLOSURE CITATION

(Use several sheets if necessary)

Applicant(s)

K. J. Hughes et al

Filing Date

Herewith

Group Art Unit

U.S. PATENT DOCUMENTS

| *EXAMINER INITIAL | REF | DOCUMENT NUMBER | DATE | NAME | CLASS | SUBCLASS | FILING DATE IF APPROPRIATE |
|----------------------|-----|-----------------|---------|---------------------|-------|----------|-------------------------------|
| | | 6,182,059 | 1/30/01 | A. A. Angotti et al | 706 | 45 | 5/8/97 |
| | | 6,356,633 | 3/12/02 | R. W. Armstrong | 379 | 265 | 8/19/99 |
| | | 2002/0076031 | 6/20/02 | R. Falcon et al | 379 | 265.11 | 11/20/01 |
| | | 2002/0123983 | 9/5/02 | K. E. Riley et al | 707 | 1 | 10/19/01 |
| | | 2003/0033185 | 2/13/03 | K. R. Leto et al | 705 | 8 | 7/23/02 |
| | | 5,745,692 | 4/28/98 | D. P. Lohmann, II | 395 | 200 | 10/23/95 |
| | | 6,587,556 | 7/1/03 | J. A. Judkins et al | 379 | 219 | 2/25/00 |
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FOREIGN PATENT DOCUMENTS

| | REF | DOCUMENT NUMBER | DATE | COUNTRY | CLASS | SUBCLASS | Translation | |
|--|-----|-----------------|------|---------|-------|----------|-------------|----|
| | | | | | | | YES | NO |
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OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

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| EXAMINER | /Dave Robertson/ (06/21/2008) | DATE CONSIDERED | 06/21/2008 |
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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP Section 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.